



June 23, 2020

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Dominion Energy South Carolina, Inc.'s Request for Approval of an Expanded Portfolio of Demand Side Management Programs, and a Modified Demand Side Management Rate Rider;
Docket No. 2019-239-E

Actions in Response to COVID-19;
Docket No. 2020-106-A

Dear Ms. Boyd:

By this letter, Dominion Energy South Carolina, Inc. ("DESC" or "Company") updates the Public Service Commission of South Carolina ("Commission") on the status of DESC's Home Energy Check-Up ("HEC") program and Commercial and Industrial ("C&I") Programs.

Home Energy Check-Up Update

By letter dated March 12, 2020, in Docket No. 2019-239-E, DESC informed the Commission that, among other things, it had temporarily suspended the Home Energy Check-Up ("HEC") program effective, Monday, March 16, 2020, as a result of the ongoing 2019 Novel Coronavirus ("COVID-19") pandemic.

Although all in-home services offered through the DESC demand side management programs remain under suspension, DESC is pleased to inform the Commission that, effective June 22, 2020, the Company began offering its customers access to a free Virtual Home Energy Check-Up in place of its in-home energy efficiency consultation.

This new, virtual service will be performed by DESC's staff of energy experts to help customers identify opportunities to save energy. A variety of options are available to conduct the Virtual Home Energy Check-up including Facetime, Teams, Skype and telephone (accompanied by email with photo attachments). DESC staff will help customers select the best way to optimize the experience.

During the approximately hour-long consultation, a professionally trained member of the DESC energy team will review a variety of measures to include windows and doors, caulking, weather-stripping, insulation levels, appliances, water heaters and heating and cooling systems.

The Virtual Home Energy Check-up consultation includes:

- A custom report with recommendations to improve the home's energy usage.
- Overview of past energy usage.
- Details on how weather affects energy consumption.
- Specifics on using thermostats efficiently.
- Details on how the HVAC system works.
- Information about other energy-saving programs offered by DESC.
- A free Energy Efficient LED Bulb Kit to be delivered to customers.

Customers may sign-up for a virtual in-home energy consultation through an online form or by calling the DESC customer contact center.

C&I Programs Update

By letter dated April 3, 2020, also in Docket No. 2019-239-E, DESC informed the Commission that, among other things, the Commercial Small Business Direct Install Program was limited to only active projects, and customer site visits were no longer being conducted for the C&I EnergyWise for Your Business program.

Although onsite visits for both programs were suspended due to the impacts of COVID-19, virtual inspection processes were developed for both programs to assist with project continuation during the pandemic, and incentives have continued to be paid in both programs.

DESC is pleased to inform the Commission that onsite audits and in-person customer outreach for both the Commercial Small Business Direct Install Program and the EnergyWise for Your Business Program resumed on a limited basis, effective the week of June 22, 2020. With respect to the Commercial Small Business Direct Install Program, DESC will now pay 90% (previously 80%) or up to \$6,000 of project costs to assist small business owners in making energy efficiency upgrades during this time.

Virtual inspections will also continue to be conducted, as deemed appropriate, to reduce the number of in-person interactions. Both programs will follow Company prescribed and CDC precautions regarding personal protective equipment, hygiene and social distancing to help protect customers, employees and contractors.

If you have any questions or need additional information, please do not hesitate to contact us.

Very truly yours,



Matthew W. Gissendanner

MWG/kms

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